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PATENT, TRADEMARK
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JCG972 U.S. PTO
09/775575
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To: Assistant Commissioner for Patents
Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: T. HORIE et al (SEE ATTACHED)

For:
ANSWER SYSTEM FOR TECHNICAL SUPPORT,
AND TECHNICAL SUPPORT METHOD

Enclosed are:

16 Sheets of Drawings

This application is being filed without an executed Declaration.

Priority is claimed from Japanese Application No. 2000-038031
filed February 9, 2000. A certified copy is attached herewith.

Copies of the disclosure documents listed on the attached PTO 1449 form and
 discussed in the specification or attached Information Disclosure Statement.

A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.

Specification: Abstract , Description 39 pages; and 21 claim(s).

Preliminary Amendment.

Executed Declaration.

The filing fee is calculated as shown below:

Small Entity

Large Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	21 -20 = * 1	
Indep Claims	3 - 3 = * 0	
<input type="checkbox"/> Multiple Dependent Claim (s)		

Rate	Fee
\$ 355	
x 9	\$
x 40	\$
+ 135	\$
Total	\$

Rate	Fee
\$ 710	
x 18	\$ 18
x 80	\$ 0
+ 270	\$ 0
Total	\$ 728

* If difference is less than zero
then enter '0' in second column

A check in the amount of \$ 728.00 is enclosed for the filing fee.

The Commissioner is hereby authorized to charge any additional fees that may be required to
Deposit Account No. 50-1417.

Respectfully Submitted,

By: John R. Mattingly
Registration No. 30,293